



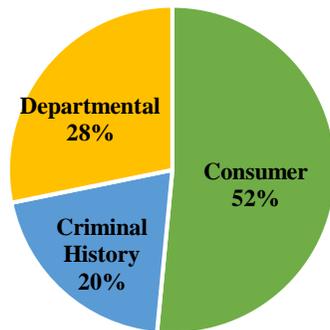
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

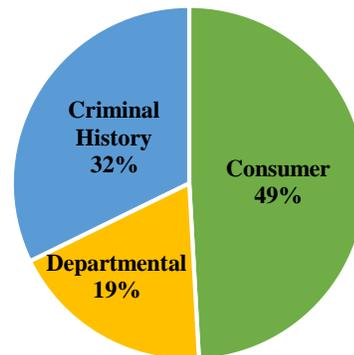
### Cosmetologist (COS)

Key Statistics	COS Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	315,088	832,593
Complaints Received	4,922	37,043
Cases Opened	1,932	10,902
Cases Closed	1,697	10,113
Average Time to Close (days)	119.78	151.96
% of Cases Resolved Within 6 Months	76.13%	68.52%
% of Cases Resulting in Disciplinary Action	31%	21%
Open Cases Pending at End of Fiscal Year	550	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	5	204
Number of Contested Cases Heard at SOAH	4	92
Formal Case Outcomes	COS Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	2	51
Default Orders	110	614
Agreed Orders	403	1,254
Average Penalty Assessed on Orders	\$980.38	\$2,092.92
Total Penalties Assessed	\$474,545.00	\$3,452,750
Licenses Revoked (Disciplinary)	24	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	40	358
Cases Heard in District Court	0	1
Informal Case Actions	COS Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	0	\$324,299
Warning Letters	308	1,500
Other Informal Resolutions	848	6,434
Cease & Desist Orders	0	38

**Source of COS Cases Opened  
Fiscal Year 2019**



**Source of All Cases Opened  
Fiscal Year 2019**





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top 10 COS Alleged Violations at Opening**

<b>Fiscal Year 2019</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Failed to clean and sanitize	521
Criminal History	397
No operator's license	243
Employer leased to unlicensed person	221
No school or salon license	219
Implements not sterilized or sanitized before use	57
Implements not sterilized or sanitized after use	44
Blood or bodily fluid violation	34
Engaged in gross malpractice	34
Failed to dispose single use equipment	32

**Top 10 COS Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2019</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Failed to clean and sanitize	164
No operator's license	99
Employer leased to unlicensed person	85
No sterilizer or UV sanitizer	43
Criminal History	40
Implements not sterilized or sanitized after use	39
Failed to dispose single use equipment	33
No school or salon license	29
No foot spa records	21
Failed to comply with an order	17